

FCDJFS – Q&A Document – Interpretation and Translation Document 25-17-RFP-01

PRE-BIDDERS' CONFERENCE QUESTIONS

Question 1. In regards to Section 8.8 Proposal Format Instructions;

1.A. Does FCDJFS require the original RFP to be included with the proposal response?

Answer: No – The RFP document does not need to be included in the proposal.

1.B. Page Limit: Does the ten-page limit apply only to the 'proposal narrative' (Attachment E), and if so, is the ten pages inclusive of the four pages of questions?

Answer: Given that the template is 4 pages the total Narrative length should not exceed 14 pages.

1.C. Font Size: The RFP indicates that the proposal must be a minimum of 11 point font, however, the attachment (form) fields populate in 10-point size Arial font. Is 10 point Arial acceptable font and size for the Proposed Service Narrative and Attachments?

Answer: Yes – We will accept whatever font and size any of the templates are formatted in.

Question 2. In regards to the Contractor Budget Template, Section B, Number 6;

Please explain 'Profit (to be negotiated by FCDJFS).'

Answer: If the Bidder is a for-profit entity they can include in the budget a profit line item. FCDJFS, at its discretion, can accept the profit or negotiate a different rate.

Question 3. Please provide the anticipated or historic language mix for document translation services.

Answer: Historically the primary languages for translation requests include Spanish, Somali, Arabic and Nepali. We anticipate these languages will continue to be our primary language requests. However, future requests are difficult to determine as they are based on customer needs at the given time. Due the resettlement of refugees language needs/requests are subject to fluctuate.

Question 4. Please expand on item 2.2.2 - use of Compass system; does this reference using/scheduling Franklin County employee interpreters?

Answer: The Compass System is FCDJFS' internal customer appointment scheduling system. If the Bidder proposes to have interpreters onsite at the FCDJFS locations the interpreters will use this system as a means of notification of appointments.

Question 5. Pricing page – Other Services – can this form be expanded to identify pricing for both telephonic and VRI services separately?

Answer: The form has been modified to include a separate page for telephonic and VRI services or other services the Bidder may propose.

Question 6. Pricing page – Document Translation – given the requirement to provide hard copies of completed translations, should we include shipping rates in the “Comments” section?

Answer: Generally it is acceptable to have simple forms submitted via electronic means. If there a cost to ship documents that should be included in the budget document.

Question 7. What is the expected split of volume for telephonic services, face-to-face services, and video remote services?

Answer: In the CY 2015 the split of telephonic vs face to face services was:
Onsite services approximately 33,645.20 hours. Telephone services approximately 378 hours.
In CY 2015 video remote services were not a service option. Please note: FCDJFS processes continue to change. It is expected that more FCDJFS services will be offered via phone rather than standard face-face requirements as in the past.

Question 8. Please provide the anticipated or historic language mix for document translation services.

Answer: Historically the primary languages for translation requests include Spanish, Somali, Arabic and Nepali. We anticipate these languages will continue to be our primary language requests. However, future requests are difficult to determine as they are based on customer needs at the given time. Due the resettlement of refugees language needs/requests are subject to fluctuate.

POST-BIDDERS' CONFERENCE QUESTIONS

Question 1: Is it possible to confirm that a “Letter of Intent” was received by our agency?

Answer: We received Letters of Intent from the following entities by the posted deadline:

- Access 2 Interpreters
- Community Refugee & Immigration Services
- Deaf Services
- Language Access Network
- Ohio Hispanic Coalition
- Stratus Video LLC
- Telanguage
- Us Together

Question 2: I just saw the letter of intent - Can we submit it now, please? If we didn't submit a letter of intent at this point are we still able to submit a proposal?

Answer: No. The deadline to submit the mandatory letter of intent was Thursday, July 14 by 4pm. In order to submit a proposal you must have completed the required Mandatory Letter of Intent form and submitted it by the posted timeline.

Question 3: We did not receive any original notification that this RFP was available. I have checked all email folders. We bid on it last year and would like to again. Is there anything that can be done?

Answer: The notification list was reviewed and documents that the organization who asked this question did receive notification. As this is a competitive bid process and proper procedures were followed there is nothing can be done to alter the deadline and submission requirements as stated in the RFP.

Question 4: Can companies from Outside USA apply for this? (Like, from India or Canada)

Answer: We cannot impose geographical preferences but preference in scoring will be given to proposals that best meet the needs of FCDJFS.

Question 5: Can we come over there for meetings?

Answer: It is possible to periodically meet at FCDJFS locations.

Question6: Can we perform the tasks (related to RFP) outside USA? (Like, from India or Canada)

Answer: We cannot impose geographical preferences but preference in scoring will be given to proposals that best meet the needs of FCDJFS.

Question 7: Can we submit the proposals via email?

Answer: No

Question 8: Is there an incumbent for this bid?

Answer: Yes

Question 9: If there is an incumbent, at what rates are services being offered?

Answer: As stated in the RFP, requests of this kind are considered to be public information requests and will not be considered a clarifying question of this RFP. See RFP page 10, Additional Information Requests.

Question 10: Given that onsite interpreting is universally recognized as superior to telephonic, does Franklin County have a preference for one over the other? Telephonic response times are less than 1 minute; that said, 24 hour (1 business day) response for onsite services is within reason, though will incur rush pricing.

Answer: FCDJFS is open to receiving proposals for both onsite and telephonic services and will review, evaluate and score each proposal according to the criteria outlined in the RFP.

Question 11: Are proposers permitted to submit the list of key staff and all details as a separate attachment, rather than in the body of the text of Attachment E? If so, are proposers permitted to leave Question 5 blank?

Answer: Question refers specifically to key staff such as senior leadership and management. It does have to include every staff person/contractor that will work on this project. If it is necessary to add more staff you can include the information in a separate attachment and denote that the answer to this question is contained in an attachment.

Question 12: Can FCDJFS provide definitions of the terms listed in these questions, and more specifically, what these terms refer to? The terms specifically are “FCDJFS Award”, “Program Budget”, and “Agency Budget”.

Answer: The definitions are as follows:

- **Franklin County Award Requested** – this is the amount of money the bidding entity is requesting from FCDJFS to manage the interpretation and translation services;
- **Program Budget** – This line item represents the total cost of the services
 - This is asked separately from the award requested because there are times when FCDJFS is asked to fund only certain portions of programs. For this RFP the Franklin County Award Requested and the Program Budget should be the same amounts
- **Agency Budget** – This line item represents the total revenues for the agency/organization.